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Matériel Management

Deficiency Reporting System (DRS)



Developed under the direction of the Joint Logistics Systems Center, the Deficiency Reporting System (DRS) is an automated information system to standardize preparation and processing of Reports of Discrepancy (RODs), Product Quality Deficiency Reports (PQDRs), Transportation Discrepancy Report (TDRs), and medical, storage, warranty and subsistence complaints. DRS provides an automated means of expediting deficiency/discrepancy information from the point of detection in the field to action officer.

FUNCTIONS

DRS is designed to provide and facilitate the following functions:

- Origination of customer complaint - A supply, quality, or transportation complaint is reported by a customer
- Screening of the complaint - The complaint is evaluated for accuracy and completeness
- Investigation of the deficiency/discrepancy - The complaint is validated, preliminary analysis is done, and a course of action determined
- Controlling disposition of deficient materiel - Action is taken to determine status and location of deficient/discrepant materiel and initiate exhibit tracking
- Resolution of the Deficiency/Discrepancy - Corrective action is determined and disposition made
- Analysis of Deficiency/Discrepancy Trends - Performance is measured and analyzed for trends

CONTRIBUTING SYSTEMS

DRS represents an integrated capability derived from multiple migration systems from across DoD. Specifically, those systems which can interface with DRS are:

- Stock Control System (SCS) - Provides organization and status data
- Cataloging systems - Provide catalog and vendor address information
- Depot Maintenance Systems - Provide maintenance data and receive deficiency data

Joint Logistics Systems Center

SCHEDULED IMPLEMENTATION SITES

Army

Missile Command - Huntsville

DLA

Defense Logistics Agency
Systems Design Center

Point of Contact

Business Development Activity
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Development Contractors

Computer Sciences Corp.

DRS Home Page

[http://www.jlsc.wpafb.af.mil/
mm_home/mm_drs.htm](http://www.jlsc.wpafb.af.mil/mm_home/mm_drs.htm)

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(Current as of February 1997)

- Standard Procurement System (SPS) - Provides procurement data and receives deficiency report data
- Mechanization of Contract Administration Services (MOCAS) - Provides contract data and receives vendor evaluation data
- Distribution Standard System (DSS) - Provides discrepancy reports and receives complaint data
- CONUS Freight Management (CFM) - Provides shipment and transportation data
- Defense Finance Accounting Service (DFAS) Systems - Provide financial data and receive complaints
- Retail Systems - Provide complaint data

TECHNICAL DATA/SYSTEM ARCHITECTURE

DRS will operate in a three-tiered architecture, with database and application software on the mid-tier level and user presentation on a PC workstation. The mid-tier hardware platforms are HP 9000 series servers, sized to define the specific requirements for each installation. The DRS database resides on an Oracle platform with the application software coded in C++. Mid-tier operating system software is HP/UX and workstation software is MS Windows.

BENEFITS

- Improved productivity through automatic generation of receipt acknowledgments and automatic tracking of receipt and completion dates
- Elimination of the need for printing, mailing, and distribution associated with current paper-based processes
- Reduced materiel holding charges
- Improved data accuracy through reduction of mistakes associated with manual processing
- Improved efficiency through single screen entry for PQDRs and RODs for entering multiple complaints
- Increased submission of deficiencies
- Improved evaluation of deficiencies in procurement decisions
- Identification of problematic materiel
- Reduced programmer/analyst support costs
- Incorporation of Electronic Data Interchange (EDI)

SUMMARY

This system represents a joint development effort involving functional user representatives from DoD as well as system professionals from the development contractor. The DRS system is based on advanced automation concepts and technologies, designed with user participation to ensure the final product meets the customer needs. This system and its software documentation are available upon customer request.